

# North Sound Mental Health Administration

Regional Support Network for Island, San Juan, Skagit, Snohomish, and Whatcom Counties

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NSMHA Contract Memorandum 2007-008

Date: July 6, 2007

To: Jess Jamieson, President APN and CEO, Compass Health  
Tom Sebastian, CEO, Compass Health  
Donna Konicki, *bridgeways*  
Michael Watson, Lake Whatcom RTC  
Andy Byrne, Whatcom Counseling and Psychiatric Center  
Thomas MacIntyre, Catholic Community Services Northwest  
Claudia D'Allegrì, Sea Mar  
Janelle Sgrignoli, Snohomish County Human Services  
Tom Robinson, Volunteers of America  
Maile Acoba, Skagit County Coordinator  
Andrea Vale, Skagit Mediation Services  
Barbara LaBrash, San Juan County Coordinator  
Anne Deacon, Snohomish County Coordinator  
Gary Williams, Whatcom County Coordinator  
Jackie Henderson, Island County Coordinator  
Barbara Andrews, Program Manager for T.R.I.P  
Shelly Lacy, Quality Assurance, Privacy Officer, The Tulip Tribes

From: Chuck Benjamin, Executive Director

Subject: Revised Policy

The following policy is new:

**NSMHA Policy #1560.00** – Care Advocacy is a new policy and effective 7/6/07.

The following changes were made to **Policy 1560.00** at introduction:

- **Add** under Policy the new topic:  
***High Utilizers of Outpatient Services***  
*The Care Advocate will assist in determining advocacy and appropriate use of services.*
- In the last paragraph **delete** from “*identify*” to the end of the first sentence and **replace** with “*service gaps and utilization trends*”. **Add** at end of paragraph “*The Care Advocate will also follow those identified as the highest need consumers on a case-by-case basis to ensure quality care and appropriate utilization of services*”.
- **Delete** the “*EPSDT section*”.
- Under Procedure **change/add** the following:

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- **Add** as #4 – *Upon review of consumer records, the Care Advocate may make focused treatment recommendations with required follow up, as necessary.*
- **Change** #4 to #5.
- **Add** #6 – *In addition, providers may contact the regional care advocates for the purpose of informing/ consulting with regional staff regarding plan and care of treatment.*
- **Add** #7 – *Providers may request to speak with the Adult or Child Care Advocate.*

Please ensure that the policy is implemented or revised at your agency within sixty days. The policy may be found at <http://66.114.134.5/Policies/Default.asp>.

cc: Heather Fennell, Compass Health  
Kathy McNaughton, Catholic Community Services  
Kay Burbidge, Lake Whatcom  
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Adam Horn, Volunteers of America  
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Contract File